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Freshair by ecoquest manual

Os benefícios da purificação do ar vão além da limpeza e controle da qualidade. Nossos produtos impactam direta - e positivamente - client vida dos. Veja como: – Maior controle da saúde – Redução de custos – Aumento da produtividade – Bem-estar para parceiros e colaboradores Alpine Fresh Living Air Advanced Air Purification Technologies Welcome to our newly redesigned website! We send worldwide 1(213)423-0611 Shopping cartCart empty Alpine EcoQuest Vollara Living Air and Living Water cleaners are known as the best cleaners in the industry for over 25 years. Fresh Air Purifier, Wind, Living Air Classic XL-15, Living Air Flair, EcoBox, Fresh Air To Go, Buddy, Focus, Ozone Blaster, Eagle 5000, Living Water and Laundry Pure, Parts, Repair, ActivePure RCI Cell, Ozone Plates Transcript Troubleshooting Guide for Fresh Air 120FA/1.5! www.ecoquestparts.com! Page 1 Of The Alpine Troubleshooting and Repair Guide / EcoQuest Fresh Air 120FA / 1.5 by Carl Powell III Introduction The Fresh Air 120FA or model 1.5 (EcoQuest seems to have named ALL their systems Fresh Air, so you should refer to it by model number) has been a working horse of air purifiers for a decade or more. Latest models from Vollara, Inc. (who ended up buying most of EcoQuest International) using the same technology, with just a little touch. However, the 120FA and 1.5 models have long been discontinued and Vollara no longer supports this model with parts and repairs. But don't worry, we're still doing it! In fact, we have gone out of our way to help our customers keep going with their reliable old purifiers! This guide is one example of how we help our customers with their systems. We also answer questions and source our own parts when they are no longer available. How does it work? Here you will find a down-to-earth and plain English description of what your purifier is doing. Inside this machine, you will find four or five different methods (depending on the model) of purification to make your home or office air purifier. They are: 1) Ozone Production of Ozone Plate or Purifier Plate! Ozone, when released into the air, combined with odors, gases and chemicals in the air reduces it to odorless and harmless substances. The combination of ozone causes a chemical reaction resulting in its reduction into oxygen and water. A little ozone is a good thing, be careful not to use too much. This can be irritating for some people (some more than others). A good rule of thumb is to set up the unit so that you can smell a little when you get into the room, but do not pay attention to it after a few minutes. If you can it smells all the time, it's probably set too high. Use the square recording guide on the LCD panel as a starting point and adjust it as needed. 2) RF Ionization of energized antennas! RF ionizers use signals such as radio radios alternatives to create signals that provide all the material floating in the air to pick up a positive or negative charge while working. When a piece of dust or other particle with a positive charge approaches one with a negative charge, they are attracted together. When enough gathered, they have enough weight to fall from the air to the floor where it can be sucked and removed. 3) Needle Ionization! Depending on the model, you may also have a type of ionization derived from a small needle point located in front of the unit. It performs the same function as the RF Ionizer, but uses direct ionization instead. Troubleshooting Guide to Fresh Air 120FA / 1.5! www.ecoquestparts.com! Page 2 4) UV Rays! The UV lamp in this unit is exposed to all air drawn through the unit. It kills any bacteria that may have been in the air at the time. Although these units are not typical air filters, a certain amount of filtering occurs and when small bacteria pass through them, they are killed, reducing odors and possibly diseases in the process. 5) Target Plate or RCI Plate! The target plates in this unit have undergone several evolutionary changes over the years. Initially, it was a very dense metal screen that was treated with chemicals. But this is proven to reduce the flow of air inside the unit too much *. So, the second type is introduced with about 1/3 of the metal screen removed from the frame. Still not optimal, a smaller type of screen was introduced which was basically 2/3 of the original size, but made of the same material. NOTE: If you still have one of the target plate types above, you will need to replace it because it no longer works and may harm your machine. Finally, a screen with a metal-silhouetted center is introduced. This allows more airflow and a larger area for the addition of chemicals. The process that occurs when UV light hits these chemicals is a purification process called Syn-Air-G company. This is similar to the processes used on the Space Shuttle and The Space Station. *One of the side effects of reduced airflow is corrosion to the connectors inside the unit. It appears as a green or white powdery substance on electronic connections. More on this later. The combination of purification types that occur inside and outside your unit makes it an excellent choice for purifying the air in your home or office. It's safe, simple, and effective. Here is a list of advantages that companies list for this model in the owner's manual: Eliminating smoke, odor, and tobacco smoke. Sanitary features kill fungi, fungi and bacteria in an unoccupied space. UVC rays help kill airborne germs as they pass through the unit. Eliminate odors from your home, office, cars, boats, RVs, etc. Increase indoor air Helps control additional dust and dander during filter is installed correctly. It can be customized to your environment using the included remote or controls on the front of the unit. • IntelliAir™ this technology alerts you when normal maintenance needs to be performed or services are required. • • • • • Troubleshooting Guide for Fresh Air 120FA / 1.5! www.ecoquestparts.com! Page 3 Care and feeding of Your Fresh Air Purifier As my customers can attest, this unit will last for MANY YEARS. Some have had it for 10 years and they are still working. But this will not happen if you do not maintain your unit. It takes ROUTINE care to last that long. Here's how you stay in top working conditions: Monthly Clean If your unit is running well, it should remind you to Do Cleaning around every 30 days. Whether it tells you or not, you have to do this every month. Here's how you do it: Turn off the unit and unplug it for all cleaning procedures. 1) Vacuum the rear lint screen. This screen is to prevent larger dust that could clog your cleaner. Keep the system clean so that it can work properly. When it seems outdated, or doesn't work properly (carbon doesn't always keep working), replace it. If you have a carbon back filter, do not wash it. Just vacuum it. 2) Vacuum the inside. Just vacuum what you can get, looking for a larger dust deposit. Clean where you can use the slit tool if you have one. 3) Clean the cleaning plate. Pull the plate towards you and clean it with a small brush such as a toothbrush and mix 1/2 ammonia and 1/2 water. Clean well and let it dry completely before replacing it. Usually a towel is dry and maybe some time with a hairdryer will make it dry enough to replace it. 4) Clean the RCI Target Plate. Since this plate has chemicals on it, you just want to remove the extra dust on it, not the whole layer on the metal plate. If you notice that the material is starting to come out of the metal plate, it may be time to replace it. You can also reverse the target plate every month because the metal is coated on both sides. 5) Vacuum the front and rear grill openings. Again, just want to keep the dust off the surface as much as possible. A damp cloth can also be used to wipe the unit down to keep it dust-free. Do the above every month for best results. Do As Needed Sometimes the fan blades will become very dusty and that reduces their efficiency. You can remove the four screws that hold the front grille in place and remove them. Then simply clean the blades down with a damp cloth to remove excess dust. Troubleshooting Guide to Fresh Air 120FA / www.ecoquestparts.com! Page 4 Your unit has disposable inventory that NEEDS to be replaced regularly If you run your unit occasionally, or only if needed: 1) Ozone Plate/Purifier should be replaced at least every two years. 2) Target/RCI Plate Must Be at least every two years. 3) UV lamps must be replaced at least every two years*. If you run quite a lot all the time: 1) The Ozone Plate/Purifier should be replaced at least every year. 2) Target/RCI Plate must be replaced at least annually. 3) UV lamps must be replaced at least every year*. You may not notice the difference, but these three parts are reasonable and help keep your unit in top condition and at its best efficiency level. * It is a good idea to replace the starter unit for the bulb when the bulb is replaced. A bad starter can blow a good bulb. Troubleshooting your unit We'll start by giving you the troubleshooting guide that came with the manual. This will answer some of your questions and many of the most common problems. Operation Indicator When the unit is on the LCD screen will display fan settings, cleaning settings, and square recording. If the unit is in sanitizer mode, it displays SANITIZE and hours and minutes remaining. Troubleshooting - What to look for first. 1. I have plugged in the unit, turned on the main power switch, pressed the ON button on the remote (or unit) and nothing happened... What's wrong? • Make sure the power cord is fully inserted into the container at the back of the unit. • Make sure the electrical outlet is capable of providing power to the unit. • Check the lint screen located on the back of the machine to make sure that the safety switch activator clip presses the safety switch. • Check to see if the right fuse is installed and that it is operating. 2. Fan operates but Purifier Plate does not work... What's wrong? • The unit will display a REPLACE PLATE message. Check the cleaning plate for service. If it is cracked or damaged, the purifier plate will need replacement. Make sure the necessary maintenance procedures for cleaning plates have been performed in accordance with the Maintenance section of this Owner's Manual. Order new plates from www.EcoQuestParts.com. Troubleshooting Guide for Fresh Air 120FA/1.5! www.ecoquestparts.com! Page 5 • Contact stainless steel electric does not contact the screen part of the cleaning plate. Unplug and inspect the unit for loose connections. • Do not attempt to disassemble the unit, this will void the product warranty. (Note from Ecoquestparts: Your warranty is long out. This doesn't apply to you.) 3. Plate Purifier makes noise, has a burning odor, and/or appears to arc or spark.

What's the problem? • The cleaning plate is most likely cracked. The unit displays a REPLACE PLATE message. See the answer to question #2, as it will apply to this question as well. 4. UV lamp does not work / I get a message Change Lamp. • Check the lights for proper installation. • Replace UV Lamp. PLEASE NOTE: If the unit has been recently transported check lights for proper installation, remove the Lamp and reinstall it. 5. What are the most typical application problems? • Symptoms: Belief that the right equipment is placed in the environment and the equipment appears to be unsuccessful. Problem: Lack of air movement, incorrect placement of units. • Symptoms: A strong odor still remains in the environment after placement. Issue: Purifier settings are too low or incorrect unit placement. • Symptoms: A strong ozone odor is present in the environment. Problem: Too much ozone accumulation in the environment as a result of inappropriate cleaning control settings, and/or lack of air movement. • Symptoms: Visual haze of smoke and/or particulation remains in the environment. Problem: Lack of ionization and/or air movement. 6. How do I know if the UV lamp works? • UV lamps will produce light visible through the front grill in low light conditions BE CAREFUL: Do not look directly at the shining lamp. Troubleshooting Guide to Fresh Air 120FA / 1.5! www.ecoquestparts.com! Page 6 EcoQuestParts - Troubleshooting Instructions and Additional Fixes In addition to the items listed above, we have found the following to help our customers: 1) The LCD screen says Replace Plate, but I have replaced the Ozone Plate with a new one. ! Issue: Do you have poor contact with the plate, or a connector to the corroded plate. This sometimes occurs when there is poor circulation inside the unit due to using one of the older style target plates. ! Solution: First clean the contacts in which the plate screen comes into contact with the plate cage. You can use some fine sandpaper, eraser, or emery board to do this. Second, check for green or white corrosion near or inside the connector to the plate cage. If you find, clean it well with some baking soda and water. If this doesn't solve the problem, you can order spare parts www.ecoquestparts.com replace the connector. 2) The unit lit up, but I didn't smell clean (ozone). ! Problem: This means that there is no voltage up to the plate purifier / ozone. ! Solution: #1 above to ensure all connections are good. If this does not solve the problem, then your unit may experience problems with the transformer on the main circuit board. It could be a sign that it's nearing the end of his life. 3) UV lamp does not turn on. ! Problem: Either bad lights (impossible), dirty sockets, or ballast systems for UV lamps are finally starting to give up. ! Solution: First, shake the bulb back and forth in the socket. This will clean up the place of good contacts on the connector inside the brackets. Next, try using another starter to see if it works properly. If this does not fix the problem You have found the problem that we found that seems to be bothering more and more customers. (See Lights Not Working below) 4) The fan moves slowly, or not at all. ! Problem: The motor may have gone bad. Or very dirty. ! Solution: The motor can be replaced quite easily. It is held in place by two bolts and connected with two thrusts on a shovel lug type connector. It is available on our website at www.ecoquestparts.com. 5) Lamp Problem does not work When this unit is found and produced, UV Lamp is supported by so-called starter/ballast system. It consists of a florescent starter and a ballast transformer. The transformer serves to reduce the voltage to the bulb and the starter builds a shock to start the working bulb. More and more, we see units that only blink when you insert a new bulb. Or they will shine at every end and not come completely. WARNING: DO NOT LOOK AT THESE UV DIRECTLY WHEN TESTING THEM, THEY CAN DAMAGE YOUR EYES. Troubleshooting Guide to Fresh Air 120FA / 1.5! www.ecoquestparts.com! Page 7 I have done extensive testing on bulbs and units and have found this to be an increasing problem. The reason for this seems to be that most of all UV Lamps are now produced for electronic ballast not for old transformer ballast systems. I have personally tested over 100 bulbs from several shipments and suppliers to find that most of them (although some do) will not work in ballast systems and DO work in electronic systems. My conclusion Ages these units, combined with the latest manufacturing methods used have caused a mismatch between the bulbs we have to sell and the equipment. Either the equipment or ballast are just old enough not to work, or the bulbs just don't work with them. I am constantly looking for a solution to this problem. For now, I have plans to provide an upgrade kit for your unit that allows you to switch to electronic ballast and avoid having to put down your unit. If all goes well, this will happen in September 2014. So, if after that date, check www.ecoquestparts.com that upgrade kit. Troubleshooting Guide to Fresh Air 120FA / 1.5! www.ecoquestparts.com! Page 8 How to maintain and repair your Fresh Air Purifier To access the inside of your 120FA cleaner, remove one or two screws on the back cover and remove them. From the manual, here is a diagram showing how to remove the screws and the rear filter. Next, remove the cleaning plate and the target plate. Troubleshooting Guide to Fresh Air 120FA / 1.5! www.ecoquestparts.com! Page 9 After you remove the plate cage, you have also the back of the fan motor and can remove the screws and connection to it. Remove the front grille to pull the motor out the front to replace it. If you change the motor, you can use the same fan bar if it Damaged. The new one is not expensive, but the old one can be washed in the dishwasher or handwashed and reused. It can be very difficult to remove the old fan blades. It is attached by so-called friction fitting. In other words, it's just driven and very suitable. I find it sometimes easier to have someone holding a motor and someone else holding a fan knife and having both pull up is very hard to get it. Troubleshooting Guide to Fresh Water 120FA / 1.5! www.ecoquestparts.com! Page 10 When you replace the fan bar, you should position it correctly so that it does not touch the back or on the front grill. Adjust it little by little and put the grille back to try it until you get it the right distance from the front and back and it no longer touches anything when turning. Other parts There are some other parts that may need to be replaced or can get bad. Unfortunately, front LCD panels and main circuit boards are no longer available. If one of these becomes bad, you may have to exchange your unit for a new one. (We offer trades, just contact us on our website: www.ecoquestparts.com.) Antenna Antenna is located above the ceramic insulator near the center of the cabinet. Antennae will sometimes be corroded and may rust. If it is just dirty, you can clean it during your monthly cleaning. If it becomes bad, it is best to replace it. Clean antennae will work better. They are also available on our website with a new plastic insulator. Other items such as electrical wires, rubber feet, sets of screws, etc. can also be replaced as needed. We bring a good selection of a wide range of spare parts and accessories for your cleaners. If you have any other questions, you can contact us at

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